CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:				
Classification Specification:	HUMAN SERVICES COORDINATOR			
Salary Range: NR 35 – Management Benefit C				
Position Description:	Human Services Coordinator			
Incumbent:				
Location: Parks, Recreation and Community Services Housing & Human Services Division				

GENERAL PURPOSE:

Under the direction of the Human Services Manager, perform professional, analytical, and technical duties in the development, implementation and administration of Housing and Human Services programs. The incumbent applies written, analytical, research, and collaborative skills to develop, gather, and analyze information to meet the housing and human services needs of Kent citizens.

Work is characterized by professional-level analytical and technical Housing and Human Services duties associated with the development, implementation and administration of policies, programs, and procedures in the areas of housing, human services, contract administration and monitoring. Duties and responsibilities also include, providing assistance and referral to citizens; acting as a liaison for advocacy on behalf of citizens; coordinating services and activities; maintaining databases; providing staff support to the division, including telephone and front desk coverage. The incumbent will also provide Court Based Domestic Violence advocacy services in coordination with the Prosecuting Attorney and Legal Family Violence Advocate. Incumbent is regularly required to communicate with City officials, departments and staff, outside agencies and the general public regarding a variety of housing and human services matters. While actual duties will vary from time to time, the incumbent is responsible for performing work in all housing and human services areas as assigned.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent and supervisor work together to develop the deadlines, projects and work to be completed. Incumbent is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters or far reaching implications. Work is reviewed in terms of feasibility, compatibility with

other work or effectiveness of results. Incumbent may serve as lead in a variety of housing and human services projects as assigned and supervise temporary staff as necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Research, analyze, and prepare reports on housing and human services issues; present oral, written and visual reports to the public, City staff, Human Services Commission, City Council and other boards, commissions and committees.

Serve as Lead Planner on short and long-range housing and human services related projects; including research, analysis and development of projects and preparation of reports.

Research and analyze demographic, statistical and socioeconomic data, service reports and need indicators; prepare written and oral reports based on the data.

Provide technical assistance to contract agencies on matters of contracting, record keeping, reimbursement requests, and program outcomes. Provide information on federal, state, and local regulations if applicable.

Monitor housing and human services contracts.

Develop recommendations for drafting of City policies and programs relating to Housing and Human Services.

Organize, facilitate and provide staff support for various citizen advisory committees.

Assist in the development of the Comprehensive Plan, integrating the social and human elements into the physical planning for the City.

Provide resource and referral information to citizens in need or citizens seeking to help others in need; assist citizens and community agencies in developing programs to respond to community needs; develop resource information and brochures to assist citizens; coordinate with local agencies to provide assistance to citizens in need.

Provide direct services assistance to citizens and other City departments when appropriate.

Provide resource and referral information to citizens in need or citizens seeking to help others in need.

Provide domestic violence advocacy to victims and victim defendants involved with the Kent Municipal Court.

Coordinate domestic violence services and activities with Kent Legal Department and community based service providers.

Coordinate programs and activities with local and regional human service providers and with other jurisdictions; serve on regional committees related to housing and human services issues, funding and policy development.

Review, analyze and make recommendations for funding of county-wide programs to provide affordable and low-income housing.

Assist Human Services Manager in administering the City's Human Services General Fund Program, including policy and program development, funding recommendations, grant application analysis, contract development and monitoring, inter-jurisdictional coordination and technical assistance to agencies and support to home repair programs.

Assist Human Services Manager in administering one-time and temporary funding programs.

Coordinate, review and analyze general fund grant applications. Includes serving as lead planner on coordination of application cycle, providing technical assistance to agencies, grant analysis, and technical report writing for Human Services Commission. Requires professional level and analytical skills and the ability to research complex issues.

Provide contract administration. Includes contract negotiation, development of contracts, and amendments to reflect City policies on human services. Maintain ongoing communication with agency directors, program managers, and City legal staff.

Provide contract monitoring. Includes oversight and review of monthly and quarterly billings and service reports. Perform contract monitoring site visits to ensure compliance with contract requirements and to verify service reports. Includes working closely with the Human Services consulting attorney when necessary and assisting Human Services Manager in establishing protocol for coordinating contracts with the Law Department.

Provide staff support to Human Services Commission.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the City and the department.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Municipal planning principles and practices related to housing and human services programs
- Research methodology as applied to the collection and analysis of planning and housing and human services data

- Local and regional housing and human services issues
- Applicable federal, state, county and city laws, codes, regulations, and policies relating to housing and human services
- Principles and practices of governmental budgeting, accounting and purchasing procedures and practices including preparation, management, monitoring, transfers and reporting
- City organization, operations, policies and procedures
- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheets programs
- Record-keeping techniques
- Correct usage of English grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy

SKILLED IN:

- Grant and contract preparation, negotiation, monitoring and administration
- Administering housing and human services programs
- General research methods
- Working confidentially with discretion
- Working collaboratively with housing and human services staff from regional iurisdictions
- Technical aspects of field of specialty
- Telephone techniques and etiquette
- Record-keeping methods
- Making effective oral presentations at public hearings and meetings
- Organizing and expressing ideas effectively through the use of oral and written communications
- Using effective interpersonal skills in a tactful, patient and courteous manner

ABILITY TO:

- Collect, analyze and interpret demographic, statistical, and socioeconomic data
- Prepare politically sensitive reports and correspondence. Research and respond to internal and external requests for information.
- Make written communication clear and factually complete demonstrating comprehensive research. Communicate complex, technical issued into common every day terms for citizens when necessary.
- Read, interpret and apply policies, procedures, codes, rules and regulations
- Influence others on regional issues
- Develop effective strategies to leverage limited resources
- Work effectively with multiple priorities and time constraints
- Work effectively with ethnic minority communities and citizens from diverse backgrounds
- Organize and conduct various research projects
- Plan and organize trainingPlan and organize work
- Proactively identify human services needs among a specific population and adopt an effective response to those in need
- Maintain records and prepare reports

- Respond to common inquiries or complaints from personnel, regulatory agencies or the public
- Read, analyze, interpret and apply City codes, rules, regulations, policies and procedures, general business periodicals, professional journals, technical procedures, financial reports, legal documents, and governmental regulations
- Effectively present information and respond to questions from City Council, top management, groups of managers, clients, customers, the general public, and/or public groups
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs
- Solve practical problems and deal with variables in situations where only limited standardization exists
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form

EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Social Services, Planning, Public Administration or

related field; and

Experience: Two (2) years experience in human service programs at a professional

level.

Or: In place of the above requirement, the incumbent may possess any

combination of relevant education and experience which would

demonstrate the individual's knowledge, skill and ability to perform the

essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State driver's license
- Must be able to successfully pass the City's pre-employment driver's records check

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including but not limited to personal Computers, telephone, fax and copy machine, calculator, and projector.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee frequently is required to

reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed primarily in an office environment, subject to driving to a variety of sites to inspect, observe, and attend programs and activities. When performing work in the office, the employee is subject to frequent interruptions by walk-in citizens, developers, employees, telephone calls and inter-office activities. Incumbent may also be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate. May be required to work evenings and weekends as needed.

SIGNATURES:			
Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Director/Designee's Signature	Date	Employee Services Director/De	signee Date

** Note: This document will be reviewed and updated annually at the time of the

employee's performance appraisal; when this position becomes vacant; or, if the

duties of this position are changed significantly.

Revised: 03/16/05;10/31/07